

Class Exercise - 4.1

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Submission: Save this Word document with your answers as a PDF file and upload the PDF file to Canvas.

Zevo Chemical Company

Zevo is currently nearing the end of the requirements modeling phase of a new inventory control system that will allow their global company to connect in real time to their suppliers and customers (remember Supply Chain Management, SCM). As a systems analyst you are asked to support this project.

Tasks

1. Remember our definition:

Scalability: ability to handle increased business volume and transactions.

What does scalability mean in this context?

- Ability to handle both increased amount of inventory, but also ability to handle an increased scope of inventory control and the ability to connect to an increasing amount of diverse suppliers and customers.

2. Remember our definition:

Total cost of ownership (TCO) = direct (\$) and indirect (intangible) costs.

What tangible costs should be included in a TCO estimate for Zevo?

- Implementation labor, maintenance labor, any software licensing costs and the support for that licensed software, hardware costs for new systems

3. What intangible costs should be included for Zevo?

- Reputation in case the new system has issues or otherwise changes perception of Zevo, employee morale

4. How would you ensure that scalability has been considered in Zevo's requirements models?

- Carefully examining whether the constraints encourage or discourage scalable implementations